

Catawba County
Department of Social Services

Outcomes 2009-2010

Outcomes Directory 2009-2010

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ADMINISTRATIVE SUPPORT

Statement of Purpose:

Enhance services provided by the Agency through a commitment of effective and efficient business practices that supports the best possible experience for the customer.

Board Outcome: Increase Agency efficiency by demonstrating an average of 25% operational and /or a 10% financial savings by implementing improvements utilizing technology, enhanced work procedures or identified cost savings by June 30, 2010.

FAMILY AND CHILD SERVICES

Child Protective Services / Family Preservations

Statement of Purpose:

Vulnerable children in Catawba County will experience safe, permanent, and nurturing families that will encourage them to reach their full potential.

Board Outcome: 95% or more of children (46 of 50) will not experience two episodes of either sexual or physical abuse within a twelve month period during 2009-10 fiscal year.

Board Outcome: To ensure a safe and nurturing environment for maltreated children, 89% (projected 40 of 45) of families completing Family Preservation Services (includes family preservation, intensive and reunification services) during FY 2009-2010 will not have their children enter or re-enter the foster care system within six months of completing services. This compares to a study by HomeBuilders - a foster care placement prevention program developed in 1974 in Tacoma, Washington, is the prototype program for the crisis intervention model - that examined 15,000 families and found that 86% of families completing services did not have any need for further services after completing the program.

Prevention

Statement of Purpose:

To promote self-sufficiency for families in Catawba County through education and the prevention of teen pregnancy, family violence, poverty, neglect and other risk taking behaviors.

Board Outcome: In order to delay the initiation or decrease frequency of risky behaviors, 99% (approx. 446 of 450) of Teen Up/Upward Connection participants (high risk youths ages 10-17) will not become or cause a pregnancy during FY 2009-2010 compared to 98% of Catawba County's 2007 population of 10-17 year olds

Board Outcome: In order to improve future opportunities for high risk students, 95% of the students receiving Department of Human Resources' social work services for at least two grading periods, will demonstrate academic growth - as measured by eligibility for promotion to the next grade level during FY 2009-2010.

Early Childhood Support/Development Team (ECST)

Statement of Purpose:

Provides support services to children ages birth to 5, their families, and childcare providers in Catawba County so that all children can be ready to enter kindergarten.

Board Outcome: To promote successful social adjustment, 90% (approximately 21 of 24) of children who complete services with the Clinical Specialists in FY 2009-2010 will demonstrate an increased ability to express feelings with appropriate words and actions as well as show stronger relationships with significant adults as measured by the Devereux Early Childhood Assessment - a continuum of strength-based assessments and planning systems designed to promote resilience in young children.

Permanency Planning

Foster Care /Family Builders of Catawba Valley

Statement of Purpose:

Ensure safe, permanent, nurturing families that provide strong futures for Catawba County children.

Board Outcome: To focus on sustaining families, 65% (approximately 42 of 65) of foster and therapeutic foster children reunified with either or both parents during FY 2009-2010 will do so within 12 months as compared to the state's average of 54%, the federal expectation of 76.2%, and our most recent internal measurement in 07-08 of 67.11%.

Note: Our most recent internal measurement included a few children on trial home placements where the case had not yet been closed. In 2009-10 we will not include those in order to be fully aligned with the federal definition of reunification. Supervisors reduced the percentage to 65% to assure we will at least meet this Board outcome compared to last year's 67% that included the trial home placements.

Board Outcome: To promote stability of children entering foster care or therapeutic foster care, the average number of children experiencing two or fewer placements during their first year of placement will be at least 88% as compared to the federal standard of 86.7% and the 07-08 state average of 87.9%.

Residential Services

Statement of Purpose:

To provide a safe and nurturing environment where positive long term family functioning is taught and encouraged.

Board Outcome: In order to promote permanence for youth served, 85% (38 of 45) of youth served in the group homes (Andrea's Place, Blevins, Corner House I and II) will demonstrate improved behaviors on the Child Behavior Checklist (CBCL). The CBCL measures youth competencies in the areas of social problems, thought problems, attention problems and rule breaking.

Family N.E.T (Nurturing, Educational and Treatment Services)

Statement of Purpose:

To provide a comprehensive network of nurturing, educational and treatment services to enhance the emotional, behavioral and interpersonal functioning of children, youth and their families in Catawba County.

Administrative Office Support

Statement of Purpose:

To exceed the customer's expectations through prompt, courteous customer service, that assists the organization in realizing fiscal sustainability.

Board Outcome: In order to achieve fiscal sustainability, 85% of all units within Family NET (7 out of 9) will meet or exceed their annual target for services billed. Billing targets for each unit will be based on a 65% or better productivity level (outpatient and community support), or a 85% capacity level (day treatment and other enhanced benefit services).

ACT Program

Statement of Purpose:

Assist families and children (grades K-8) in learning appropriate behavior skills in order to be successful in a regular school setting, home and the community.

Board Outcome: To show that a child can be successful in a regular school setting, 75% of children who do not have a developmental disability who are referred to the ACT Program (15 out of 20) will be successfully discharged from the Program within eighteen months of their date of admission during FY2009-2010.

Outpatient Services

Children and Adolescents

Statement of Purpose:

Provide youths and families emotional, behavioral, and interpersonal skills which will assist them in improving their social well being.

Board Outcome: To improve family functioning, 87% (390 of approximately 450) of children and adolescents served will demonstrate significant improvement (at least a 10 point decrease in total score) in role performance, behavior towards others, moods/self-harm, substance use, and thinking on the Child and Adolescent Functional Assessment Scale (CAFAS) after 6 months or upon completion of all outpatient treatment services - during FY 2009-10.

Post Adoption Services

Statement of Purpose:

Enhance the emotional, behavioral and interpersonal functioning of adoptive families.

Board Outcome: In order to ensure that a child has a permanent placement, 97% (as compared to the national average of 95%) of adoptive children (92 of 95) and their families actively involved with services will not experience a disruption during FY 2009-10.

Specialized Adolescent Services

Statement of Purpose:

Enhance the emotional, behavioral, and interpersonal functioning of high risk adolescents and their families.

DJJDP Outpatient Services

Board Outcome: To help reduce the repeat occurrence of juvenile delinquency, 75% (approximately 45 of 60) of Department of Juvenile Justice and Delinquency Prevention (DJJDP)-involved youth who complete outpatient treatment or receive at least 10 outpatient treatment sessions, will have no new juvenile legal charges during FY 2009-2010. National studies indicate the best treatment programs reduce recidivism of court-involved youths by 25-75%.

In-Home Services

Statement of Purpose:

To provide a comprehensive network of nurturing, educational, and treatment services to enhance the emotional, behavioral and personal functioning of children, youth and their families.

Board Outcome: In order to maintain family functioning, 80% (approximately 28 of 36) of the children served by Intensive In-Home Services (IIHS) teams will remain in the home 6 months following completion of services during FY 2009-2010. As a comparison, a 2002 study by Blythe and Jayanarte showed that only 17% of non-IIHS involved families remained intact.

WORK FIRST – ECONOMIC SERVICES

Work First Unit

Statement of Purpose:

Promote self sufficiency, family responsibility, and prevent reliance on public assistance by linking needy citizens with resources and skills.

Board Outcome: To help citizens become productive and avoid welfare, we will assist 50 Work First participants in obtaining or maintaining employment during FY 2009-10. This is a 50% reduction from FY 2008-09 due the success of our participants and the slowing economy.

Board Outcome: To help citizens avoid welfare dependency, 25% (225 of 900) of Work First applications will be diverted by crisis assistance/ benefit diversion during FY 2009-10.

General Assistance

Statement of Purpose:

Prevent dependence on public assistance by providing short-term crisis assistance to eligible citizens.

Board Outcome: To assure that the growing number of families facing economic hardships due to the nationwide recession will be able to meet their basic needs (rent, utilities, medications, medical supplies), the Agency will assist more than 4000 citizens with their presenting crisis in Fiscal Year 2009 - 2010. The Agency will provide crisis assistance or refer them to other appropriate resources; including-- Food Assistance, Medicaid, Catawba Cooperative Christian Ministries, Greater Hickory Cooperative Christian Ministries and Salvation Army. No additional staffs have been allocated to meet the demands of this growing population.

ADULT SERVICES

Adult Protective Services/SA In-Home

Statement of Purpose:

Protect vulnerable and disabled Catawba County adults from abuse, neglect and exploitation through provision of services empowering them to achieve maximum independence.

Board Outcome: Prevent abuse, neglect and exploitation by enabling 90% (150) of screened out Adult Protective Service reports to access services during FY 2009 - 2010 as compared to the State average for Outreach /Information and Referral of 64%.

Nutrition Services

Statement of Purpose:

Improve the quality of life for seniors by providing them the choice to remain at home through the provision of nutritious meals, education, socialization, wellness activities and community volunteer support.

Board Outcome: 5.71% of the 60 and older Catawba County population (1,407) will receive nutrition services and experience health/nutrition awareness, reduced isolation and increased independence by June 30, 2010.

(Benchmark: 2.2% is the average percentage of the 60 or older population receiving the same services in comparable counties.)

Adult Assistance

Statement of Purpose:

Assist aged, disabled, and blind individuals with access to, and cost of, medical care by timely and accurately determining Medicaid/Special Assistance eligibility.

Board Outcome: Assist the senior and disabled Catawba County population in gaining access to medical care by identifying and serving 78% (6,940 of 8,897) of potentially eligible citizens with Medicaid benefits by June 30, 2010, compared to the county's current participation rate of 70.9% and the state's benchmark of 70.4%.

Carolina ACCESS

Statement of Purpose:

To provide Medicaid citizens with ongoing access to quality medical care.

Board Outcome: Ensure a primary care provider to 83% (approximately 15,272) of the Medicaid managed care individuals in Catawba County compared to the statewide average of 80% by maintaining a physician participation rate of 80% during FY 2009 - 2010.

Transportation Services

Statement of Purpose:

Prevent transportation from being a barrier for Medicaid eligible Catawba County citizens accessing medical services.

Board Outcome: Assist Medicaid eligible Catawba County citizens in accessing medical services by arranging and/or providing transportation to 16,700 individuals consisting of 27,000 trips during FY 2009-2010.

FAMILY SUPPORT

Child Support

Statement of Purpose:

To ensure that Non-Custodial parents acknowledge and provide support for their children.

Board Outcome: To assure that children will continue to receive the financial support of their parents in spite of the downturn in the national economy, the Child Support program will realize a collection rate of 72% for child support payments by June 30, 2010. No additional staff has been added to this unit in spite of the increasing work. (Benchmark: This compares to the current statewide average of 66.7% .)

Board Outcome: To assure that children are financially supported by both parents, 90% of the children who need a Child Support order for financial or medical support will obtain it during FY 2009-2010 as compared to 82.4% statewide.

Family Medicaid / Health Choice

Statement of Purpose:

Assist families and children in obtaining access to medical services by quickly and accurately determining their eligibility for Medicaid / NC Health Choice for Children.

Board Outcome: To identify and serve 83% of Catawba County's uninsured/potentially eligible children with Medicaid or North Carolina Health Choice by June 30, 2010 (13,252 of 15,966 children) compared to the county's current participation rate of 80% and the state's rate of 80%.

Food Assistance / Program Integrity

Statement of Purpose:

Efficiently provide food assistance to eligible families and connect them to needed resources.

Board Outcome: To assure that citizens receive the correct benefits that they are eligible for under state and federal law, the Program Integrity Unit will investigate known and suspected overpayment situations, causing collections/savings of state, county, and federal funds of \$173,000 for FY 2009-10. (No statewide benchmarks due to variance in staffing / program integrity procedures from county to county).

Public Assistance

Statement of Purpose:

Provide assistance to eligible Catawba County citizens to help with assisted living, needs of the blind and medical attention as required by State / Federal laws and regulations.

Board Outcome: Provide opportunities and services for senior and disabled citizens to remain in their own homes through the Community Alternatives Program in lieu of nursing home placement. This will result in the avoidance of \$4,500,000 (increase of 26.64% from 07/08) of Medicaid expenditures (\$4,257,450 federal and state, \$242,550 county share) during FY2009-2010.

CHILDREN'S PURCHASE OF SERVICES

Day Care

Statement of Purpose

Support the independence and basic needs of Catawba County families by ensuring access to safe, quality, affordable child care, allowing responsible adults to secure and maintain employment.

Board Outcome: To support the economic independence of Catawba County parents/caretakers, an average of 1825 children (27.4% of potentially eligible children) will be assisted monthly by day care scholarships. This compares to 23.7% of potentially eligible children currently served statewide. (Conditioned on the availability of state and federal funds.)